

California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

Company Name: AT&T California

U#: U-1001-C

Report Year: 2020

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2020			2020			2020		
		1st Quarter			2nd Quarter			3rd Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Customers	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Acct # for voice or bundle, res+bus	1,216,036	1,202,039	1,187,891	1,178,019	1,165,575	1,150,501	1,143,186	1,128,057	1,115,652
	Customer Trouble Report									
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,281,093	1,263,621	1,248,766	1,235,586	1,216,286	1,200,826	1,185,673	1,158,054
		Total # of trouble reports	22,577	14,642	18,084	15,420	14,244	14,908	13,940	14,177
		% of trouble reports	1.7623	1.1587	1.4481	1.2480	1.1711	1.2415	1.1757	1.2242
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	270,340	269,250	264,073	264,851	267,095	261,925	267,663	273,322
		Total # of trouble reports	7,236	4,001	4,818	4,375	3,959	4,075	3,573	3,725
		% of trouble reports	2.68	1.49	1.82	1.65	1.48	1.56	1.33	1.36
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	108,872	108,781	109,532	108,615	108,646	109,417	104,188	104,914
		Total # of trouble reports	3,591	1,874	2,339	2,571	2,262	2,533	2,117	1,998
		% of trouble reports	3.30	1.72	2.14	2.37	2.08	2.31	2.03	1.90
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,200	12,802	14,542	12,865	12,565	13,084	11,730	12,025	13,009
	Total # of repair tickets restored in ≤ 24hrs	8,956	7,025	6,621	5,310	6,180	6,318	5,606	5,146	6,462
	% of repair tickets restored ≤ 24 Hours	44.3%	54.9%	45.5%	41.3%	49.2%	48.3%	47.8%	42.8%	49.7%
	Sum of the duration of all outages (hh:mm)	1,281,084	576,356	773,956	685,098	518,697	546,023	503,479	600,380	631,159
	Avg. outage duration (hh:mm)	63.4	45.0	53.2	53.3	41.3	41.7	42.9	49.9	48.5
	Indicate if catastrophic event is in month									
Unadjusted Out of Service Report	Total # of outage report tickets	26,665	16,151	20,503	17,801	15,928	16,682	15,021	15,287	16,643
	Total # of repair tickets restored in ≤ 24hrs	10,086	7,915	8,085	6,598	7,094	7,211	6,326	5,769	7,329
	% of repair tickets restored ≤ 24 Hours	37.8%	49.0%	39.4%	37.1%	44.5%	43.2%	42.1%	37.7%	44.0%
	Sum of the duration of all outages (hh:mm)	1,946,672	829,327	1,110,262	1,067,565	710,597	774,352	716,906	845,226	858,945
	Avg. outage duration (hh:mm)	73.0	51.3	54.2	60.0	44.6	46.4	47.7	55.3	51.6
Refunds	Number of customers who received refunds	28,515	15,130	18,728	17,340	14,366	14,888	14,480	11,055	17,396
	Monthly amount of refunds	\$ 200,132.15	\$ 66,555.71	\$ 78,413.88	\$ 87,003.84	\$ 63,502.59	\$ 66,422.08	\$ 69,170.45	\$ 61,305.05	\$ 90,251.15
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	32,963	22,821	27,945	27,293	28,438	29,953	28,033	28,335	27,887
	Total # of call seconds to reach live agent	23,428	21,804	21,773	24,921	27,057	27,739	25,266	24,909	24,817
	% ≤ 60 seconds	71.1%	95.5%	77.9%	91.3%	95.1%	92.6%	90.1%	87.9%	89.0%
	Indicate if catastrophic event is in month	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Primary Utility Contact Information

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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

"PROPRIETARY AND CONFIDENTIAL INFORMATION under California Government Code §6254(k); California Evidence Code §1060;
CALIFORNIA CIVIL CODE 3426 et seq.; 18 U.S.C Chapter 90 et seq.; MAY NOT BE DISCLOSED PURSUANT TO PUBLIC UTILITIES
CODE SECTION 583. See the Declaration of Jovan Hicks, dated November 16, 2020."